GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:81
ANSWERED ON:02.07.2009
HIKE IN AIR FARE AND PASSENGER AMENITIES
Sampath Shri Anirudhan;Singh Shri Pashupati Nath

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the airlines have hiked the air fares recently;

(b) if so, the details thereof;

(c) whether the Government has taken any steps to improve enquiry service and passengers amenities; and

(d) if so, the details of the amount spent/to be spent by the Government for this purpose?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a):- Yes, Sir. It has been noticed that all the scheduled domestic airlines increased the airfare in the first week of February.

(b):-Domestic air fares are not being regulated by the Government. Domestic airlines are free to charge air fares as per the market forces. (c)and (d):- Airlines have been asked to evolve a single common enquiry system on the lines of Railway Enquiry (139) for all airlines. The Air travelers should be able to receive information on flights timing of any airlines through this number on real time basis.

All the Scheduled Domestic airlines have been advised to display on their websites facilities offered to the passengers, both in terms of free and chargeable, in a conspicuous manner so that passengers are aware of these before booking air tickets.

All the scheduled domestic airlines have displayed on their respective websites Citizen Charter which elaborates various facilities offered to the public and also conditions pertaining to refund of air fares in the event of cancellation of air tickets by passengers and/or cancellation of flights by the airlines with stipulated time frame of refund.